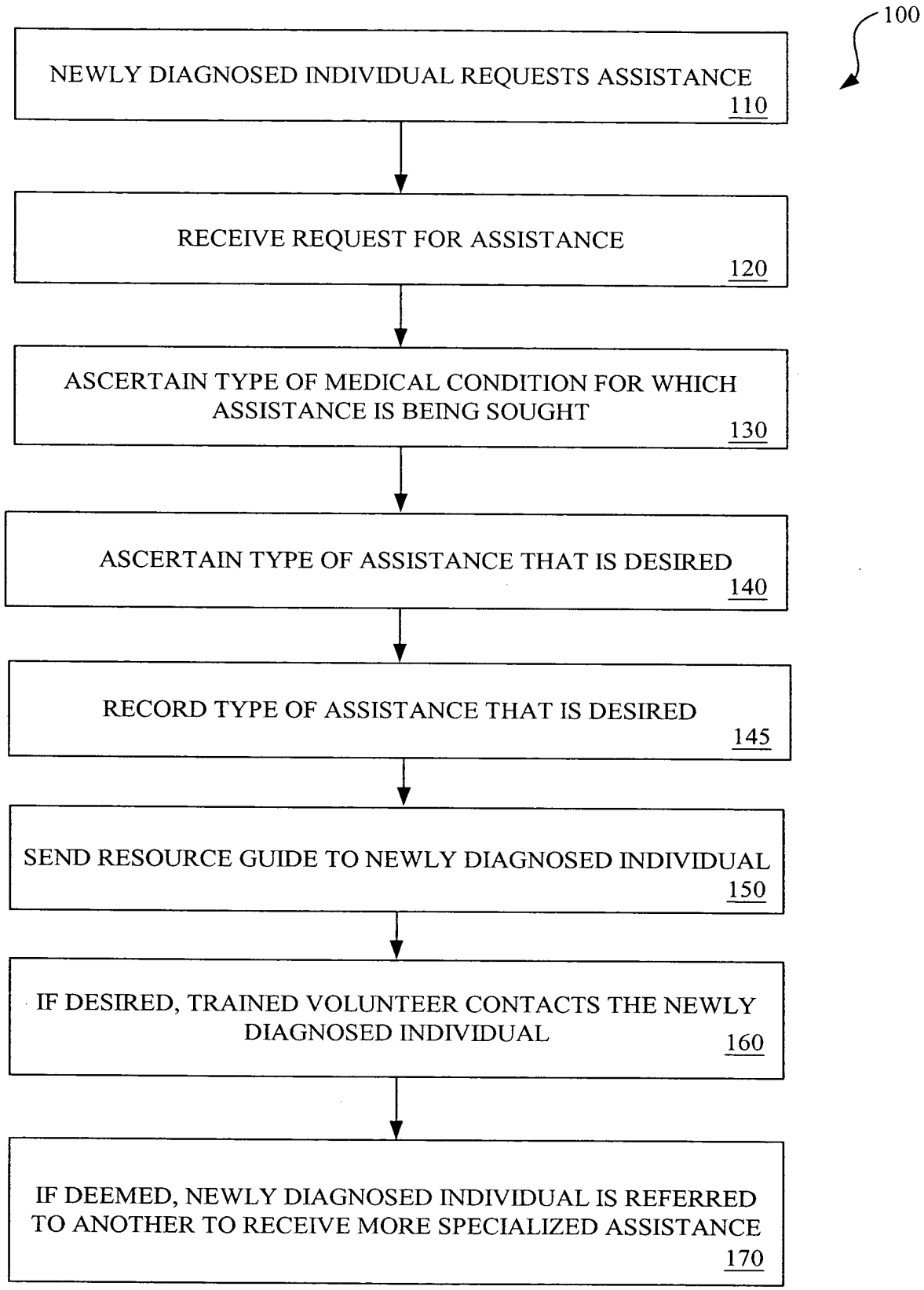
100
NEWLY DIAGNOSED INDIVIDUAL REQUESTS ASSISTANCE
110
RECEIVE REQUEST FOR ASSISTANCE
120
ASCERTAIN TYPE OF MEDICAL CONDITION FOR WHICH ASSISTANCE IS BEING SOUGHT
130
ASCERTAIN TYPE OF ASSISTANCE THAT IS DESIRED
140
RECORD TYPE OF ASSISTANCE THAT IS DESIRED
145
SEND RESOURCE GUIDE TO NEWLY DIAGNOSED INDIVIDUAL
150
IF DESIRED, TRAINED VOLUNTEER CONTACTS THE NEWLY DIAGNOSED INDIVIDUAL
160
IF DEEMED, NEWLY DIAGNOSED INDIVIDUAL IS REFERRED TO ANOTHER TO RECEIVE MORE SPECIALIZED ASSISTANCE
170

FIG. 1

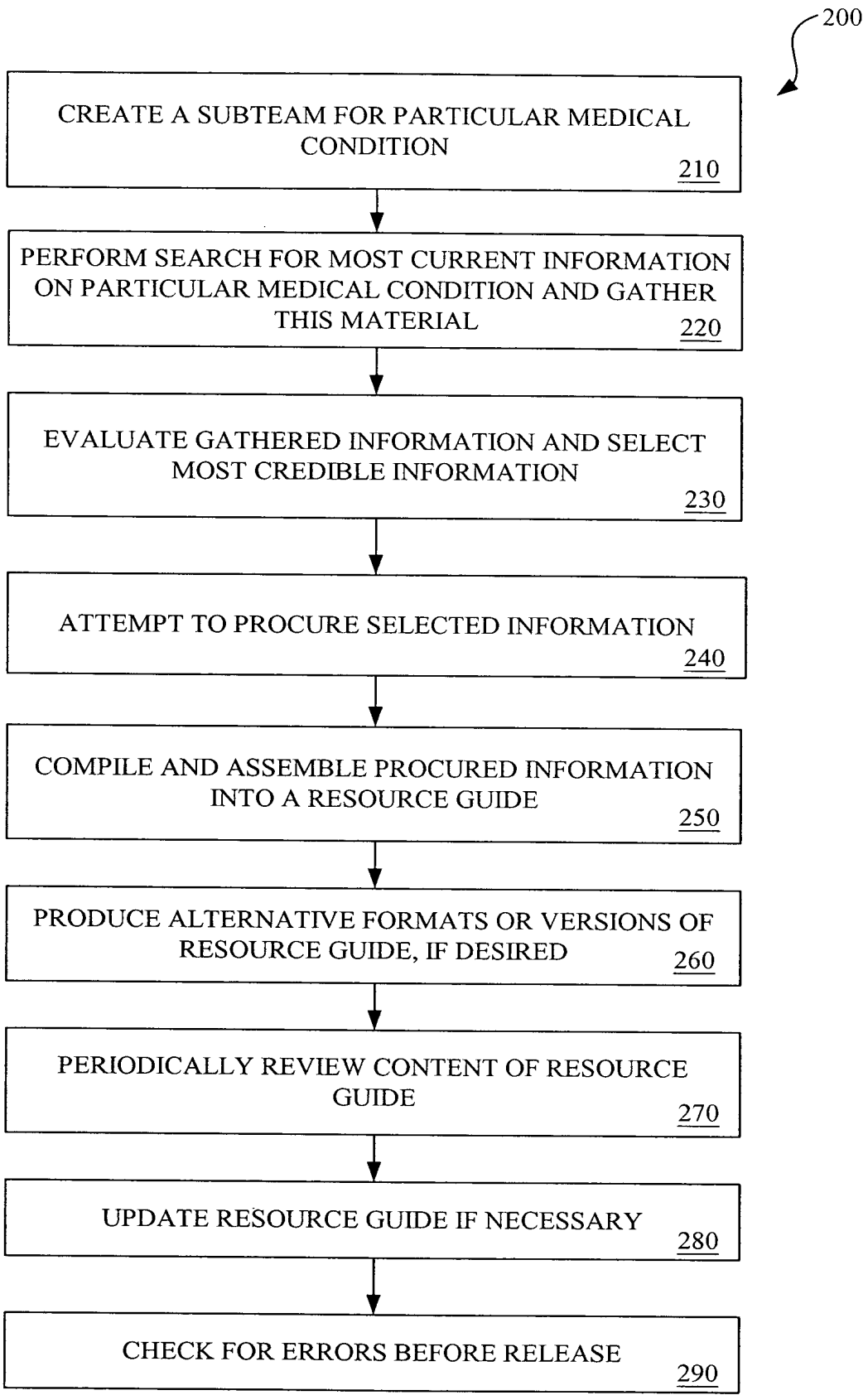
200
CREATE A SUBTEAM FOR PARTICULAR MEDICAL CONDITION
210
PERFORM SEARCH FOR MOST CURRENT INFORMATION ON PARTICULAR MEDICAL CONDITION AND GATHER THIS MATERIAL
220
EVALUATE GATHERED INFORMATION AND SELECT MOST CREDIBLE INFORMATION
230
ATTEMPT TO PROCURE SELECTED INFORMATION
240
COMPILE AND ASSEMBLE PROCURED INFORMATION INTO A RESOURCE GUIDE
250
PRODUCE ALTERNATIVE FORMATS OR VERSIONS OF RESOURCE GUIDE, IF DESIRED
260
PERIODICALLY REVIEW CONTENT OF RESOURCE GUIDE
270
UPDATE RESOURCE GUIDE IF NECESSARY
280
CHECK FOR ERRORS BEFORE RELEASE
290

FIG. 2

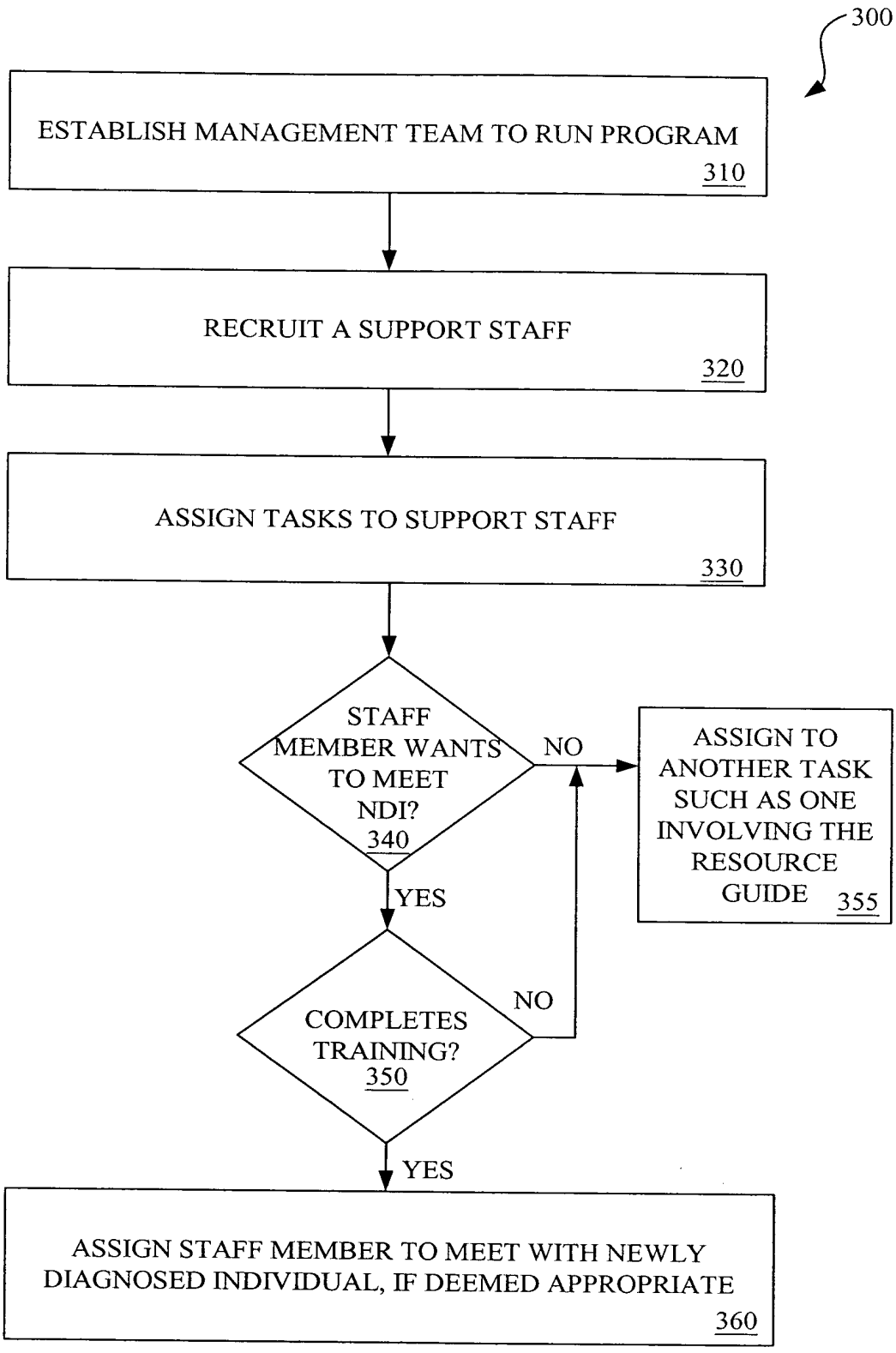
300
ESTABLISH MANAGEMENT TEAM TO RUN PROGRAM
310
RECRUIT A SUPPORT STAFF
320
ASSIGN TASKS TO SUPPORT STAFF
330
STAFF MEMBER WANTS TO MEET NDI?
340
NO
ASSIGN TO ANOTHER TASK SUCH AS ONE INVOLVING THE RESOURCE GUIDE
355
YES
COMPLETES TRAINING?
350
NO
YES
ASSIGN STAFF MEMBER TO MEET WITH NEWLY DIAGNOSED INDIVIDUAL, IF DEEMED APPROPRIATE
360

FIG. 3

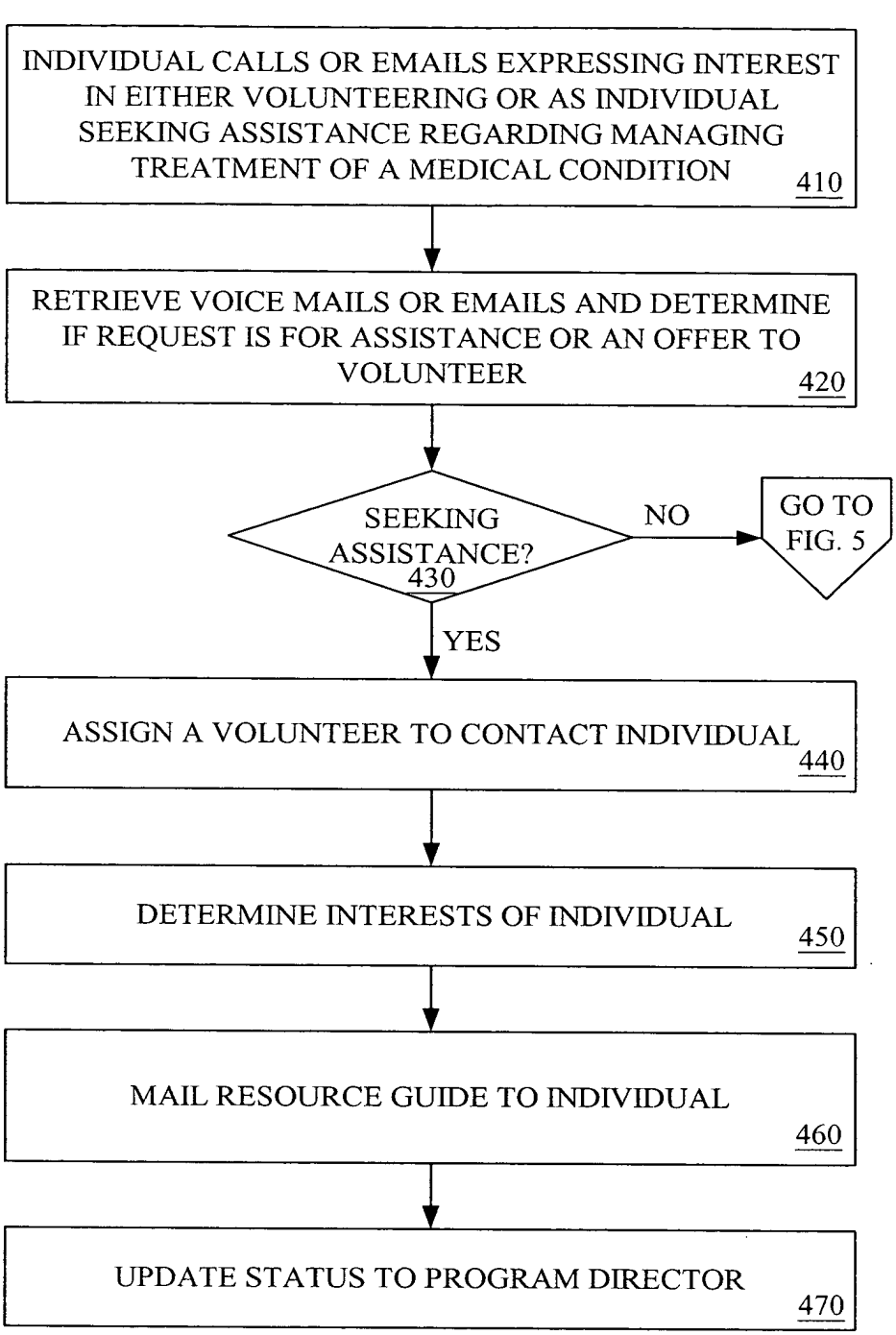
400
INDIVIDUAL CALLS OR EMAILS EXPRESSING INTEREST IN EITHER VOLUNTEERING OR AS INDIVIDUAL SEEKING ASSISTANCE REGARDING MANAGING TREATMENT OF A MEDICAL CONDITION
410
RETRIEVE VOICE MAILS OR EMAILS AND DETERMINE IF REQUEST IS FOR ASSISTANCE OR AN OFFER TO VOLUNTEER
420
SEEKING ASSISTANCE?
430
NO
GO TO FIG. 5
YES
ASSIGN A VOLUNTEER TO CONTACT INDIVIDUAL
440
DETERMINE INTERESTS OF INDIVIDUAL
450
MAIL RESOURCE GUIDE TO INDIVIDUAL
460
UPDATE STATUS TO PROGRAM DIRECTOR
470

FIG. 4

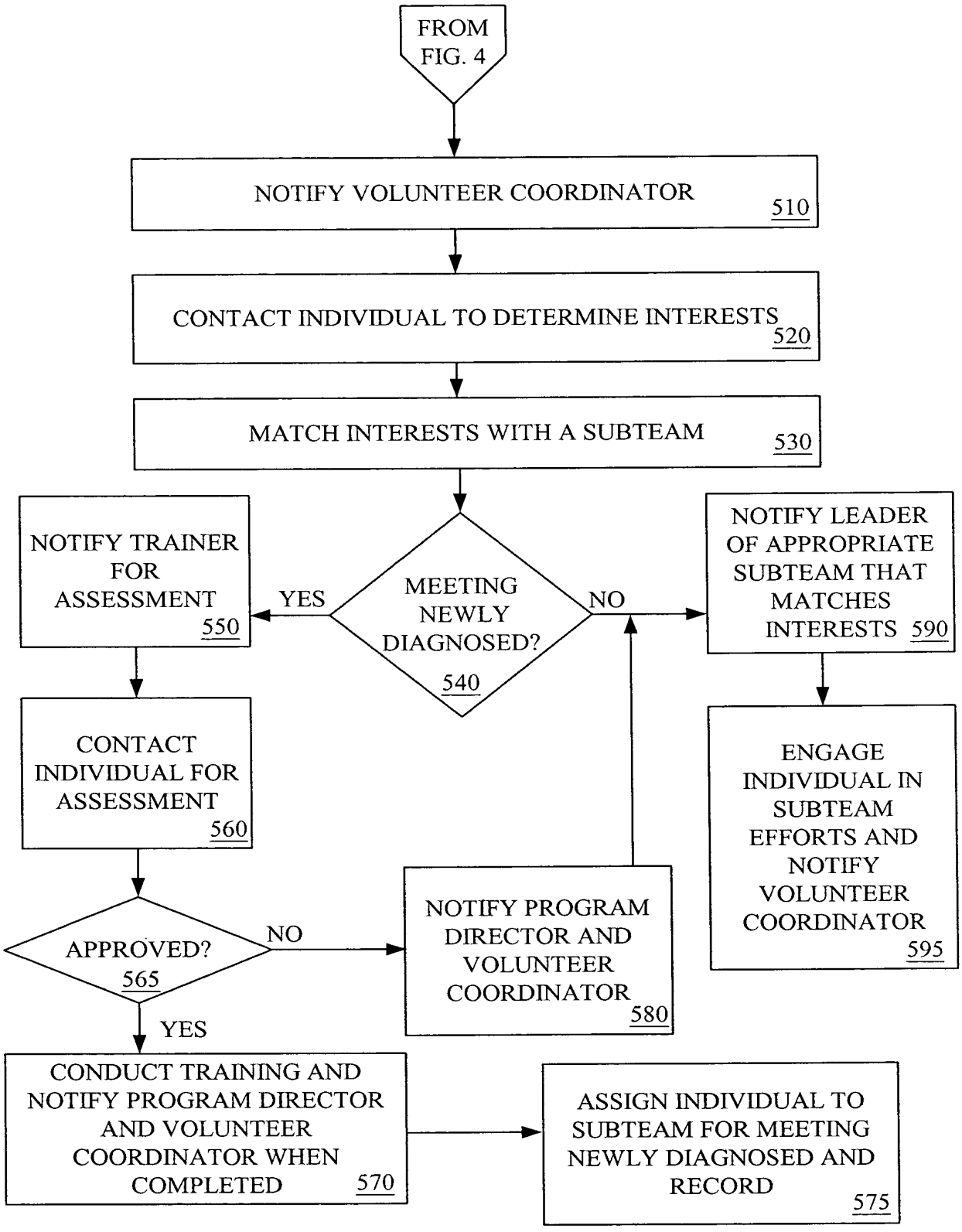
FROM FIG. 4
NOTIFY VOLUNTEER COORDINATOR 510
CONTACT INDIVIDUAL TO DETERMINE INTERESTS 520
MATCH INTERESTS WITH A SUBTEAM 530
MEETING NEWLY DIAGNOSED? 540
YES
NO
NOTIFY TRAINER FOR ASSESSMENT 550
NOTIFY LEADER OF APPROPRIATE SUBTEAM THAT MATCHES INTERESTS 590
CONTACT INDIVIDUAL FOR ASSESSMENT 560
ENGAGE INDIVIDUAL IN SUBTEAM EFFORTS AND NOTIFY VOLUNTEER COORDINATOR 595
APPROVED? 565
NO
YES
NOTIFY PROGRAM DIRECTOR AND VOLUNTEER COORDINATOR 580
CONDUCT TRAINING AND NOTIFY PROGRAM DIRECTOR AND VOLUNTEER COORDINATOR WHEN COMPLETED 570
ASSIGN INDIVIDUAL TO SUBTEAM FOR MEETING NEWLY DIAGNOSED AND RECORD 575

FIG. 5

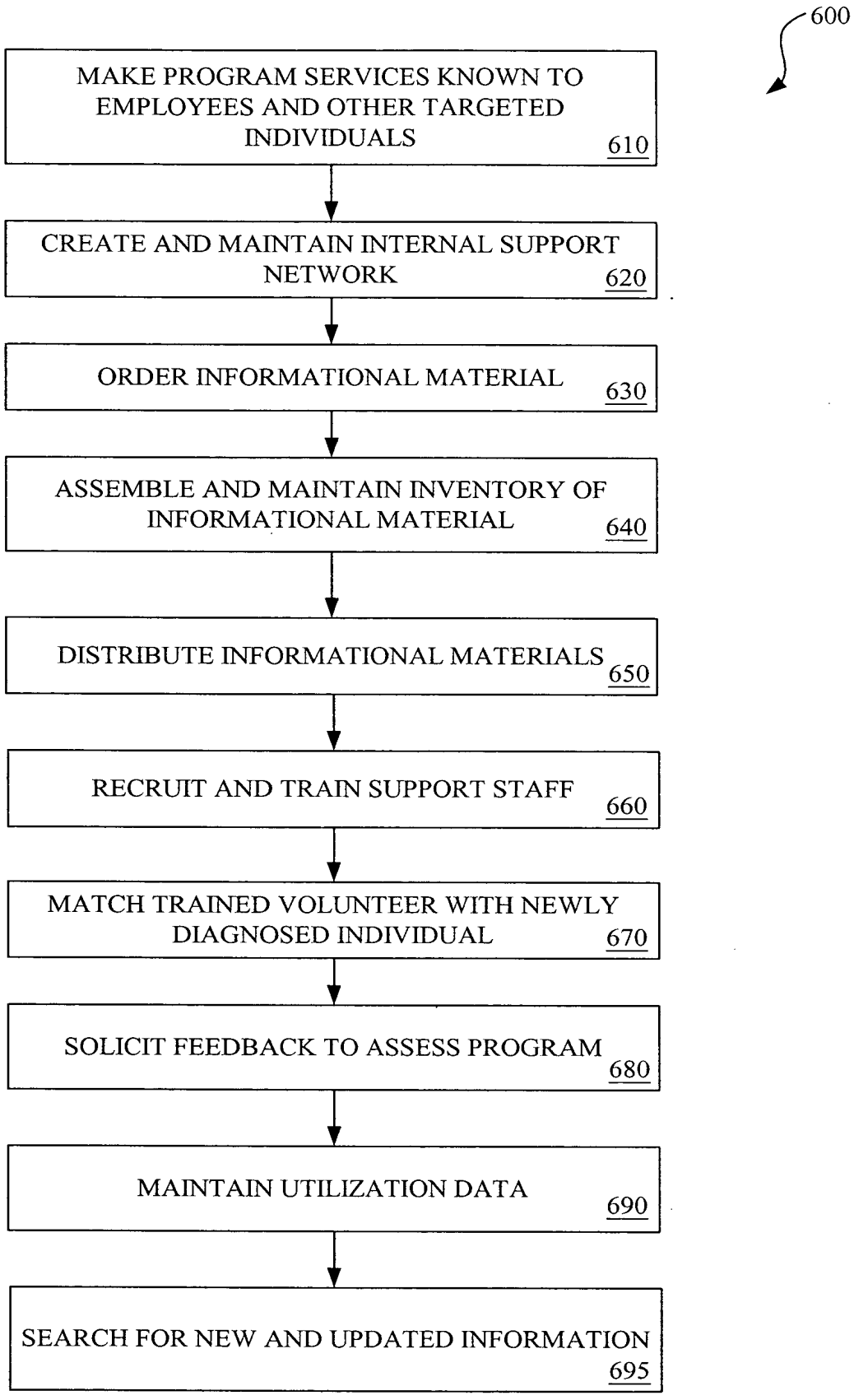
600
MAKE PROGRAM SERVICES KNOWN TO EMPLOYEES AND OTHER TARGETED INDIVIDUALS
610
CREATE AND MAINTAIN INTERNAL SUPPORT NETWORK
620
ORDER INFORMATIONAL MATERIAL
630
ASSEMBLE AND MAINTAIN INVENTORY OF INFORMATIONAL MATERIAL
640
DISTRIBUTE INFORMATIONAL MATERIALS
650
RECRUIT AND TRAIN SUPPORT STAFF
660
MATCH TRAINED VOLUNTEER WITH NEWLY DIAGNOSED INDIVIDUAL
670
SOLICIT FEEDBACK TO ASSESS PROGRAM
680
MAINTAIN UTILIZATION DATA
690
SEARCH FOR NEW AND UPDATED INFORMATION
695

FIG. 6

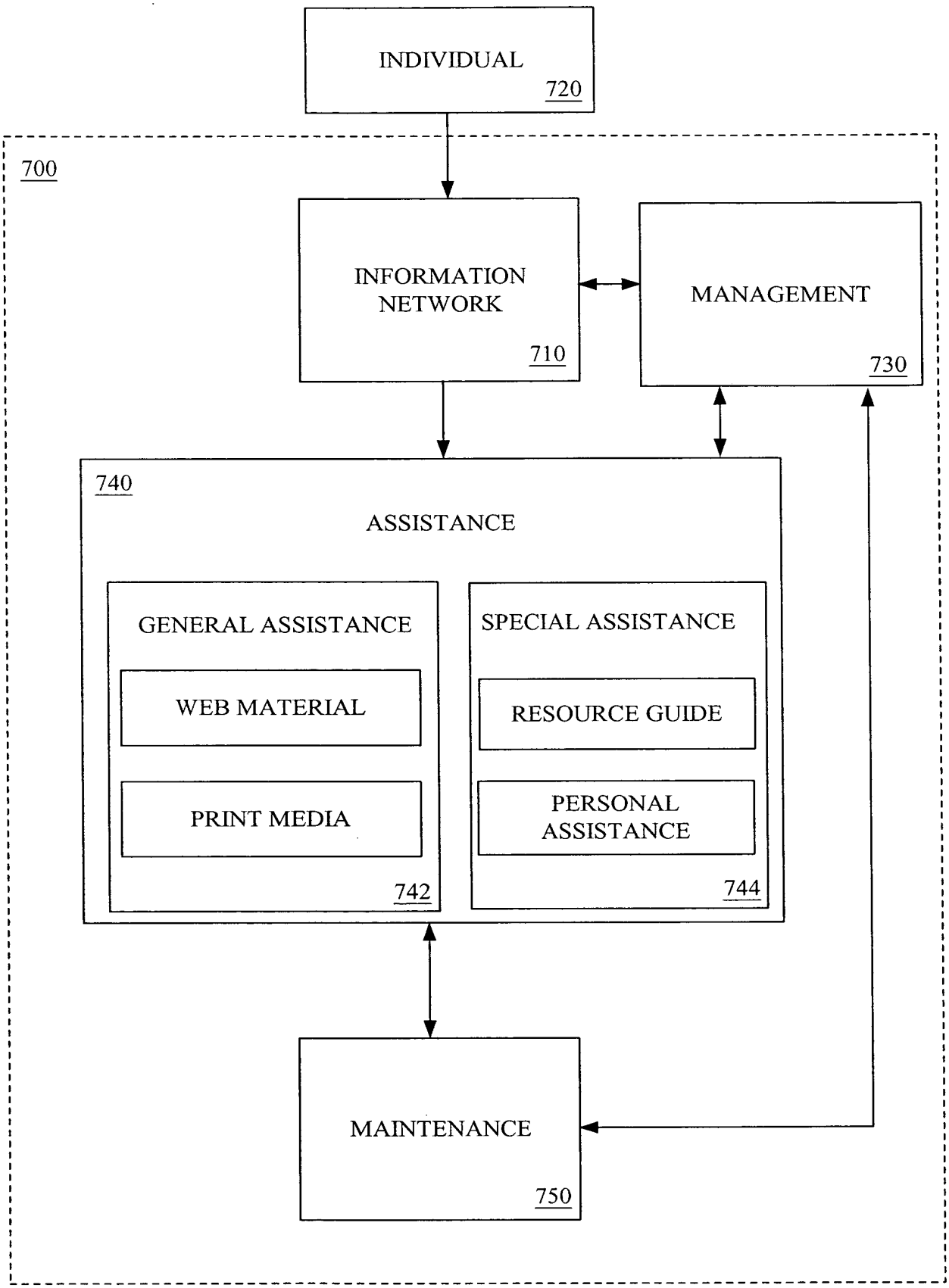
INDIVIDUAL
720
700
INFORMATION NETWORK
710
MANAGEMENT
730
740
ASSISTANCE
GENERAL ASSISTANCE
WEB MATERIAL
PRINT MEDIA
742
SPECIAL ASSISTANCE
RESOURCE GUIDE
PERSONAL ASSISTANCE
744
MAINTENANCE
750

FIG. 7

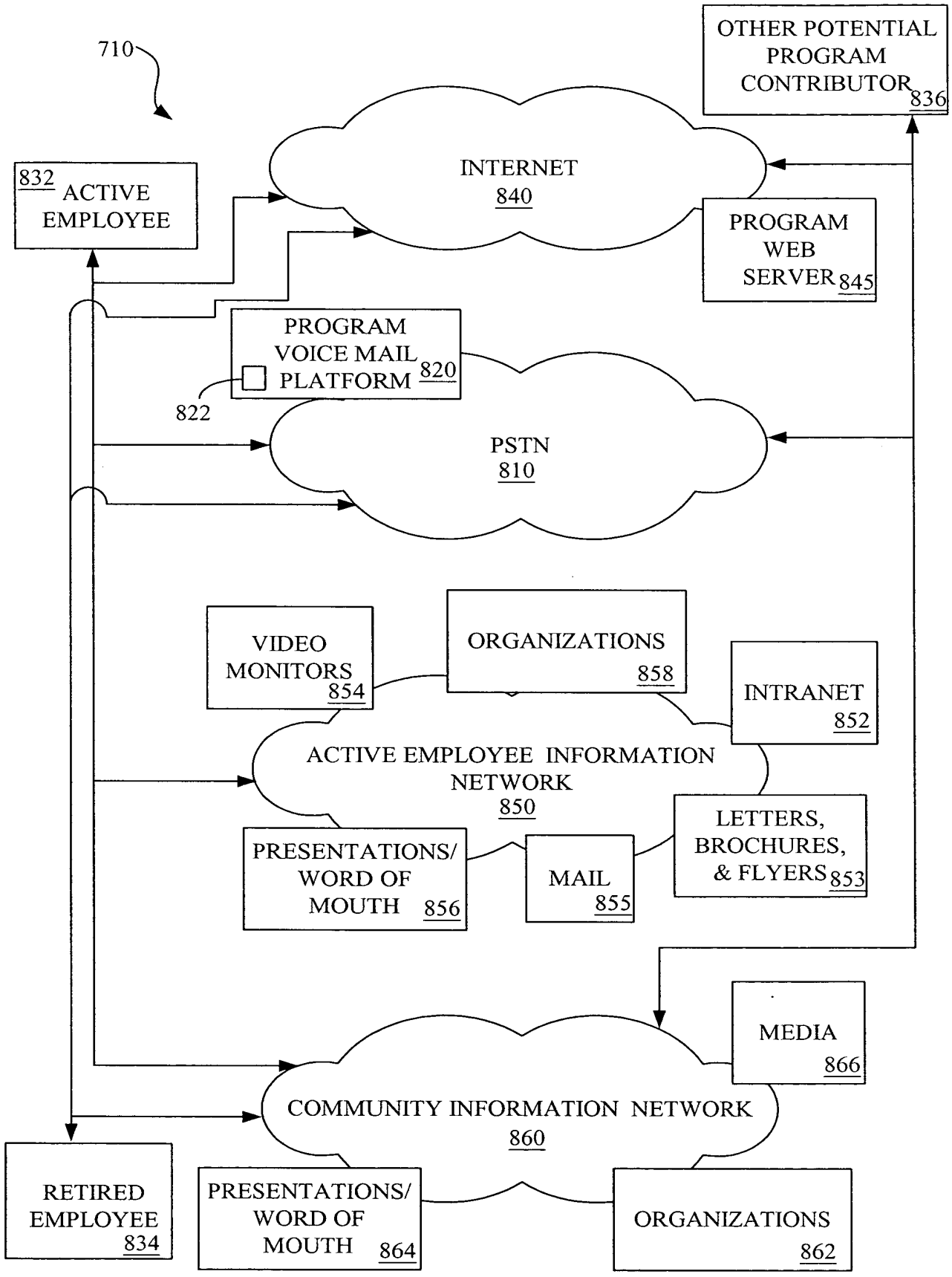
710
OTHER POTENTIAL PROGRAM CONTRIBUTOR 836
INTERNET 840
832 ACTIVE EMPLOYEE
PROGRAM WEB SERVER 845
PROGRAM VOICE MAIL PLATFORM 820
822
PSTN 810
VIDEO MONITORS 854
ORGANIZATIONS 858
INTRANET 852
ACTIVE EMPLOYEE INFORMATION NETWORK 850
PRESENTATIONS/ WORD OF MOUTH 856
MAIL 855
LETTERS, BROCHURES, & FLYERS 853
MEDIA 866
COMMUNITY INFORMATION NETWORK 860
RETIRED EMPLOYEE 834
PRESENTATIONS/ WORD OF MOUTH 864
ORGANIZATIONS 862

FIG. 8

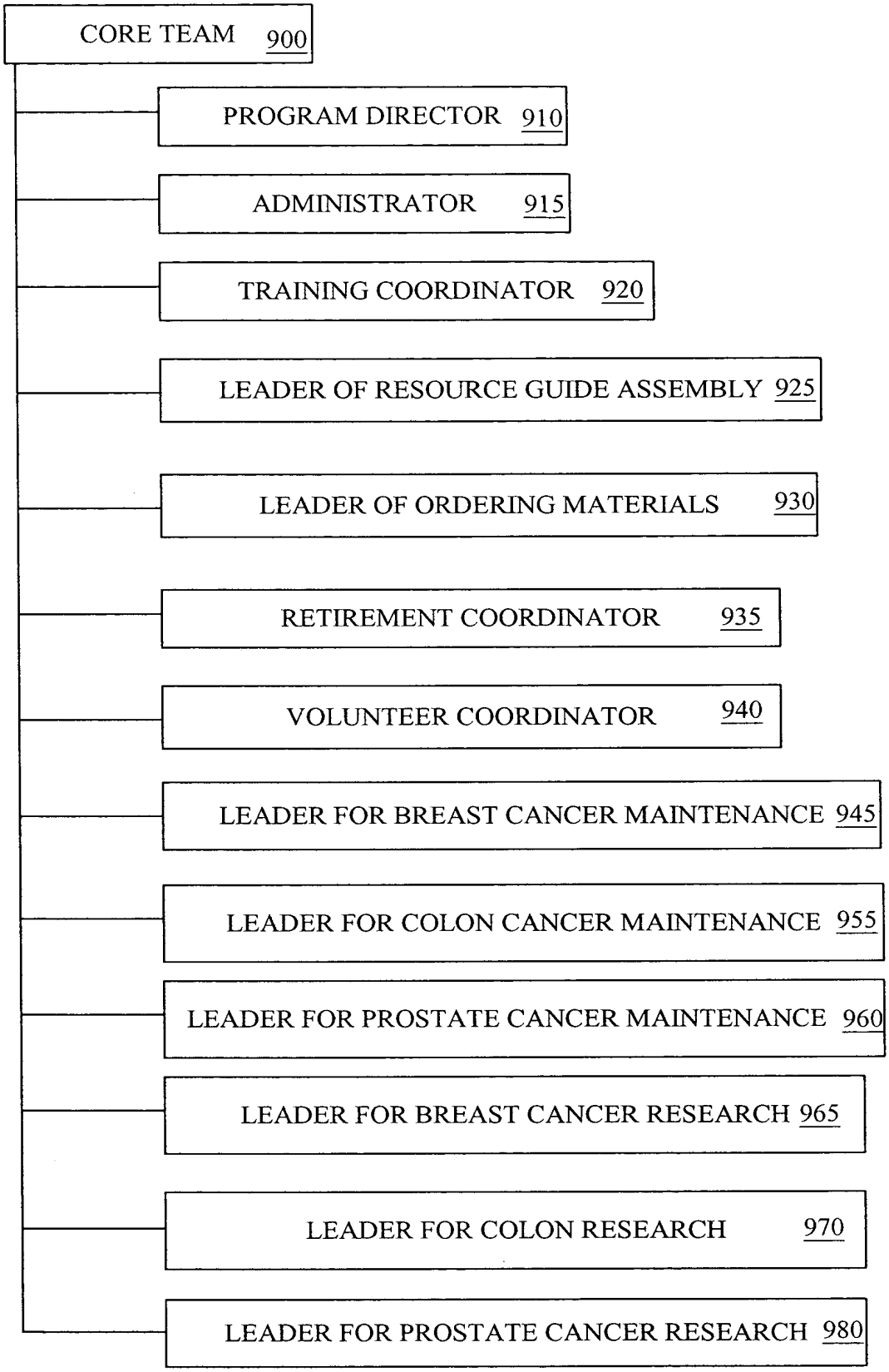
CORE TEAM 900
PROGRAM DIRECTOR 910
ADMINISTRATOR 915
TRAINING COORDINATOR 920
LEADER OF RESOURCE GUIDE ASSEMBLY 925
LEADER OF ORDERING MATERIALS 930
RETIREMENT COORDINATOR 935
VOLUNTEER COORDINATOR 940
LEADER FOR BREAST CANCER MAINTENANCE 945
LEADER FOR COLON CANCER MAINTENANCE 955
LEADER FOR PROSTATE CANCER MAINTENANCE 960
LEADER FOR BREAST CANCER RESEARCH 965
LEADER FOR COLON RESEARCH 970
LEADER FOR PROSTATE CANCER RESEARCH 980

FIG. 9